

# ARE YOU WATER SMART?

A bad toilet flapper can waste more than \_\_\_\_ gallons of water per day.

- ☐ 10
- ☐ 30
- ☐ 100

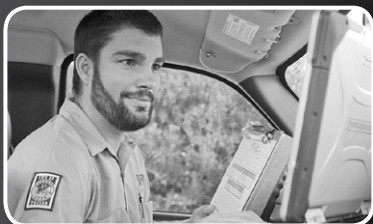
100 gallons a day! Toilet flushing accounts for more than 25% of indoor water use. Replacing an old, faulty toilet flapper is easy and can save water and money on your utility bill.

**Answer:**

**WATER**  
*Etc.*

## Customer Question

How do I schedule a free water audit inside and outside my home?



Call (520) 791-3242 or email [TWWWebAcct1@tucsonaz.gov](mailto:TWWWebAcct1@tucsonaz.gov) to schedule the water efficiency experts from the Tucson Water Zanjero Program. A Zanjero audit includes checking for leaks, measuring fixture flow rates, analyzing the efficiency of the irrigation systems and more. If appropriate, water-saving devices are installed.



# WATER MATTERS

## inside this issue

**Your Utilities:**  
Wastewater &  
Environmental  
Services

2-3

**Working  
with Water:**  
Reservoir  
Rehabilitation

4-5

**Water Efficiency  
Tips**

6-7

**Water Smart  
Quiz**

8



## Water Reliability and What it Costs

Attend free sessions to learn more about the water supplies and system that will take us into the future.

What will it cost? How can Tucson Water improve efficiencies? Will drought impact us?

(See *Water Efficiency*, pg 6 & 7)



[tucsonaz.gov/water](http://tucsonaz.gov/water)

## CITY OF TUCSON ENVIRONMENTAL SERVICES

## Cleaning Up Tucson Shopping Cart by Shopping Cart

Shopping carts removed from store property and abandoned along our streets and in washes are sources of clutter that you can help Environmental Services's address. Let us know when and where you see shopping carts littering our environment and we'll pick them up!

**Call:** Customer Service at (520) 791-3171 or (520) 792-CITY

**E-mail:** ESHelp@tucsonaz.gov

**Report:** Download the 'my waste' App at <http://www.my-waste.mobi/AZ-Tucson> and use the Report a Problem option.



**Pima County**  
**Regional Wastewater Reclamation Department**

is **Working**  
for **You**

Serves **267,300** households

Maintains & operates **30** pump stations

Treating more than **98%** of all sewage generated in the greater Tucson area.

more than **3,400** miles of sanitary sewer lines

**9** water reclamation facilities







Contact Us at  
**(520) 724-6500**  
Roach Control Hotline  
**(520) 724-3401**

**PIMA COUNTY**  
WASTEWATER RECLAMATION  
[www.webcms.pima.gov/government/wastewaterreclamation](http://www.webcms.pima.gov/government/wastewaterreclamation)

**Your utilities services statement includes fees for your water, environmental services, and wastewater.**

**Environmental Services (ES)** (520) 791-3171 or visit [tucsonaz.gov/esd](http://tucsonaz.gov/esd)  
**Pima County Regional Wastewater Reclamation Department (PCRWRD)** (520) 724-6500 or visit [pima.gov/www](http://pima.gov/www)

# WORKING WITH WATER

**Environmental scientist Laura Macklin** is leading Tucson Water's efforts on inspecting, cleaning and performing conditional assessments of the utility's 63 reservoirs and tanks. As the Reservoir Rehabilitation Program Field Project Manager, Laura offers up an insider's perspective:

● **How much water storage does Tucson Water have?** "We have 305.07 million gallons of drinking water in 27 concrete reservoirs and 28 steel tanks, nearly 16 million gallons of reclaimed water in 8 separate facilities. Water storage ensures we have reliable water supplies."

● **Water is corrosive and dissolves everything,** so the ongoing Reservoir Rehabilitation Project is more cost-effective in the long run and maximizes the life of the reservoir. Cleaning, leak testing and repair, replacing liners and coating, and fixing beams and concrete columns are smart investments in expensive infrastructure. We are currently three and half years into the Reservoir Rehabilitation Project."

● **Step one is an exterior inspection – and then interior inspection from a raft.** "A structural engineer and a civil engineer floating on a raft inspect the condition of everything above the waterline. The result is a condition assessment report that includes 200 plus photos of the facility, structural specs, and inspection documents."



● **How is work prioritized?** "We use the conditional assessment reports to prioritize work based on the degree of water corrosion, potential impact on storage levels, available resources, budget, and timing. A diver going into the reservoir or tank also provides the team with added intelligence that helps with prioritizing work."

● **"Specially trained divers in head-to-toe dry suits and helmets go inside, below the waterline** to assess facilities, inspect interior coating or liners, conduct leak tests, repair leaks, vacuum and clean, and ensure warranty compliance. They also shoot video. Diver safety is critical: we shut off all inlet and outlet valves, plus we're equipped to extract a diver quickly. Water quality is important too – the diver and all tools are disinfected pre-dive."

## Reservoir Rehabilitation Progress Drinking Water Facilities

22nd Street Reservoir  
Clearwell Reservoir  
Craycroft Reservoir  
Martin Reservoir  
Paseo Tamayo Reservoir  
Wilmot Reservoir  
Valley View Reservoir

● **When is work scheduled?** "Since this work involves a temporary closure of a facility, we schedule it from October through May, not during peak demand season. We notify customers in the area of the work and note there may be temporary service interruptions. Work is complete and successful with a final leak report documenting compliance submitted to the Arizona Department of Water Resources."

CLICK

[tucsonaz.gov/water](http://tucsonaz.gov/water)

WATCH

[youtube.com/tucsonwater](https://youtube.com/tucsonwater)

CALL

**English & Español:**  
(520) 791-4331

TDD

(520) 791-2639

SCAN





## Water **Reliability**

# EFFICIENCY HIGHLIGHTS



### What Tucson Water is Doing

In 2013, Tucson Water invested in more than 7,097 hours of training and certification for engineers, compliance officers, field personnel and customer service representatives.

### What You Can Do



Go to [tucsonaz.gov/water](http://tucsonaz.gov/water) for a list of free upcoming info sessions about water reliability. Ask the experts about projects, technology, rates, efficiency measures and costs.

# 305 MILLION GALLONS

WATER STORED  
FOR DRINKING

